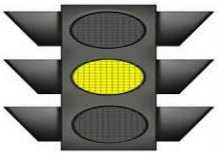
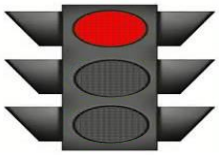
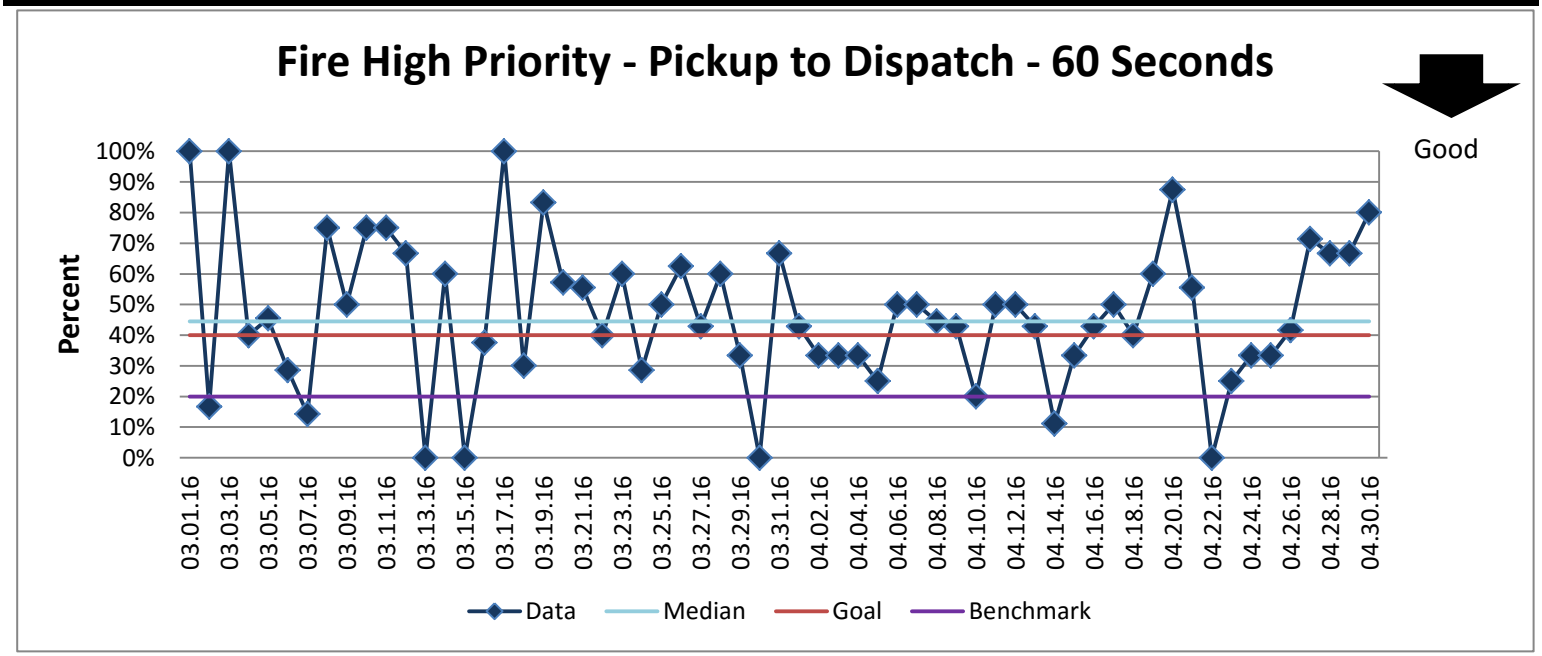
Fire High Priority - Pickup to Dispatch - 60 Seconds
Emergency Services

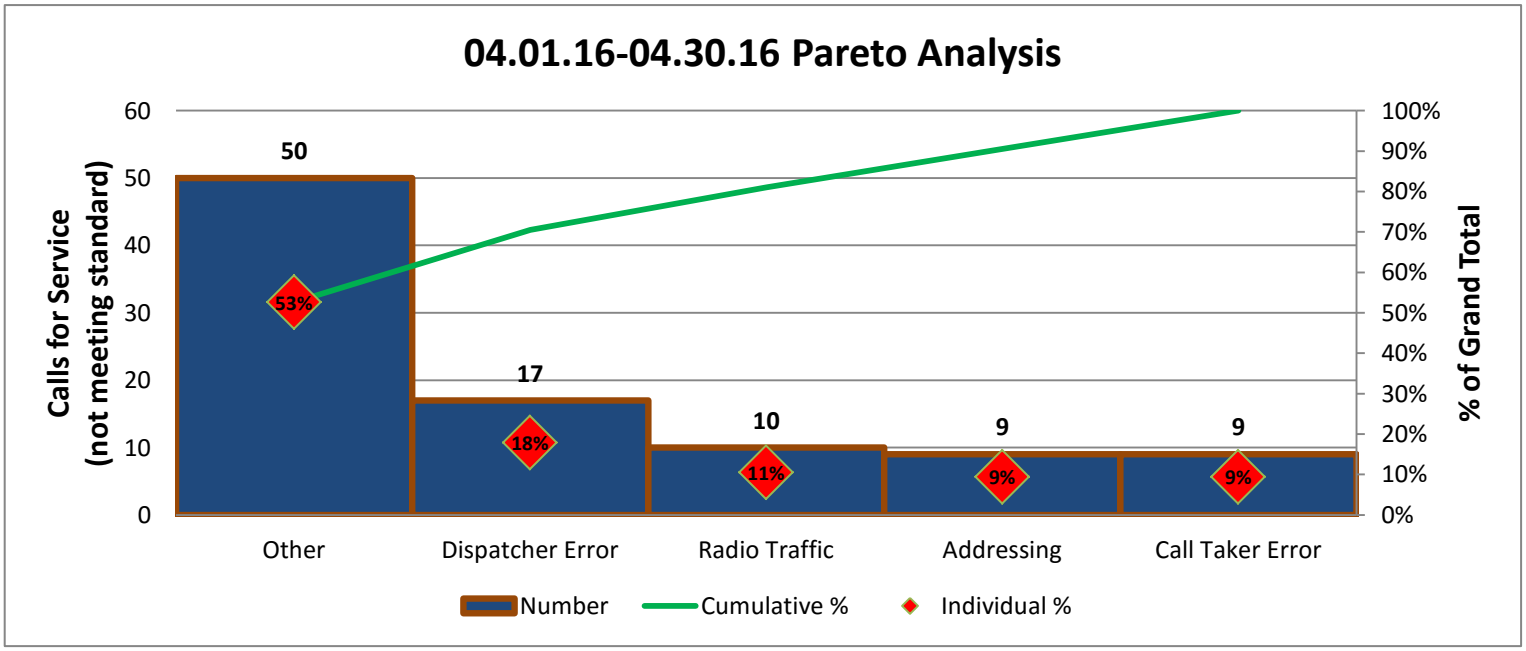
KPI Owner: Angela Downes | **Process: 911 Communications - Medium Gap**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '14 - 48% calls not w/in 60 sec Goal: No more than 40% of High priority calls exceed 60 seconds in processing time Benchmark: 80% dispatched within 60 seconds	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of High priority calls not dispatched from 911 dispatch to an LFD, Shively or JCFD unit in 60 seconds Why Measure: To ensure the most efficient and correct response Next Improvement Step: Implement unified protocol; set up meetings with MetroSafe supervisors/managers to discuss performance metrics; investigate "Other" pareto category

How Are We Doing?

03.31.16-04.30.16 1 Month Goal	03.31.16-04.30.16 1 Month Average		04.30.16 Goal	04.30.16 Actual	
40%	45%		40%	80%	
Percent	Percent		Percent	Percent	





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Data Expires: 06/15/2016

Daily Measurement